



News for drivers on the Garden State Parkway

Video enforcement begins in the exact change lanes of the Garden State Parkway on October 17, 2011. Here's what you need to know.



Change is good.

No driver without E-ZPass should travel on the Garden State Parkway without change to pay tolls



E-ZPass is better!

E-ZPass remains the most convenient way to pay tolls on the Garden State Parkway. To sign up, call 1-888-AUTO-TOLL (1-888-288-6865) or visit ezpassnj.com

How will video enforcement work?

If you go through an exact change lane and fail to pay the proper toll, a video camera will record your license plate number. The owner of the vehicle you're driving will be sent a notice for the cost of the toll plus a \$50 administrative fee.

Will every toll plaza be staffed?

No. Toll plazas on many Garden State Parkway ramps are unstaffed for several hours every day. That is not going to change. **The only way to pay your toll at unstaffed plazas is with E-ZPass or coins.** If you don't have E-ZPass, you must carry change whenever you drive on the Garden State Parkway.

If I don't have coins or E-ZPass and I need to pay a toll at an unstaffed plaza, why can't I just go through the exact change lane and send the toll in by mail later?

The New Jersey Turnpike Authority no longer accepts payment by mail for tolls incurred in the exact change lanes. The envelope program was discontinued because compliance was low. Of the \$4 million in tolls lost annually in the exact change lanes, only \$28,400 was returned through the mail. That is a mere 0.7%. We believe we owe it to the motorists who pay their



tolls to do a better job of collecting from the motorists who do not.

Can I use my E-ZPass in the exact change lanes?

No. E-ZPass is not accepted in exact change lanes.

If I get on the Parkway without any coins, where can I get change before I reach an unstaffed ramp plaza?

Change is available at service areas and in the cash lanes at the main line barrier toll plazas. The barrier toll plazas — Cape May, Great Egg, New Gretna, Barnegat, Toms River, Asbury Park, Raritan, Union, Essex, Bergen and Pascack Valley — are always staffed.

I put my coins in the basket, but the display never said "paid." What should I do?

You should always wait until the machine is done counting your coins before you drive off. If you believe the coins have been counted but the display never acknowledged that you paid, wait 10

seconds then proceed. The Turnpike Authority has procedures in place to prevent false violations. If you paid the proper toll, you should not be billed.

I know I missed a toll. Is there some way I can pay it to avoid the \$50 administrative fee?

The Turnpike Authority may waive the administrative fee for a first-time violation and require you to pay only the toll. Once you receive a violation notice, fill out the appropriate section of the notice to request that the administrative fee be waived. If you've missed several tolls, there is no way to avoid paying the administrative fee.

One of my coins missed the basket. Should I get out of my car to pick it up?

No! It's not safe to get out of your vehicle at a toll plaza. If you have no other coins, just wait 10 seconds then proceed. Again, if you haven't missed paying other tolls, the \$50 administrative fee may be waived.



New Jersey Turnpike Authority



Woodbridge, NJ
732-750-5300